

# Appendix

## Complaints Procedures

### Introduction

Parents and community members can register concerns or make complaints in a variety of ways.

#### 1. Contact the Dean or Assistant Dean

The Deans will know your son/daughter well and have overall responsibility for his/her welfare. You can contact Deans by **writing** to them at the college, by **phoning** them or by **emailing** them. Contact details may be obtained from reception or from the school website.

Please give Deans time to respond to you - they all carry a teaching load and may well be busy for most of the day teaching their classes.

#### 2. Contact a Particular Teacher

Individual teachers can be contacted by **emailing** them using their 3 letter code which is on your child's timetable, or by **phoning** them through the main school phone number. It may be some time before you obtain a response from a phone message, as the teacher may be teaching for the whole day. If the matter cannot be resolved by discussing it with the teacher, or if for some reason you do not get a response from the teacher, you should contact the Dean or a Deputy Principal.

#### 3. Contact a Deputy Principal

Generally you will contact a Deputy Principal if you want to discuss serious matters. They can be contacted by **writing** to them at the college, by **phoning** them, or by **emailing** them. Contact details may be obtained from reception or from the school website.

#### 4. Contact the Principal

The Principal can be contacted by writing to him at the college, emailing him on [principal@pakuranga.school.nz](mailto:principal@pakuranga.school.nz) or by phoning. Generally you will contact the Principal if you are unhappy with the way a matter has been dealt with by the Deans or the Deputy Principals or for what you regard is an extremely serious or confidential matter. When you phone and ask for the Principal you are likely to be put through to the Principal's Executive Assistant who will provide you with further advice.

The Principal is delegated responsibility by the Board to investigate complaints.

## **5. Contact the Board**

You should contact the Board for serious matters, where you feel your concern/complaint has not been properly resolved by the Principal. The complaint must be made in writing and addressed to the Presiding Member (Board Chair) of the Board, Pakuranga College, Pigeon Mountain Road, Half Moon Bay, Auckland 2012 or e-mailed to [BOT@pakuranga.school.nz](mailto:BOT@pakuranga.school.nz)

## **6. Contact the Ministry of Education**

The Ministry of Education in Auckland can provide you with further advice, and can be contacted as follows:

Private Bag 92 644  
Symonds Street  
Auckland 1150

Phone: 09 632 9400 or Fax: 09 632 9401

## **7. Protected Disclosure**

When an employee believes serious wrong doing has occurred, they should make a disclosure to the Principal in writing. The disclosure will be kept confidential and the Principal will instigate an appropriate investigation.

Where the disclosure concerns the Principal the disclosure should be addressed “confidential” to the Presiding Member (Board Chair) of the Board, Pakuranga College, Pigeon Mountain Road, Half Moon Bay, Auckland 2012 or e-mailed to [BOT@pakuranga.school.nz](mailto:BOT@pakuranga.school.nz)

## **Procedures for Physical Restraint**

These procedures should be read in conjunction with the Board Policy on Reducing Student Distress and The Use of Physical Restraint. These procedures comply with the Rules issued by the Secretary of Education pursuant to section 100 of the Education and Training Act 2020.

### **1. Authorisation of staff members who are not teachers**

- (1) The Board may authorise an employee, who is not a teacher, and who has been trained in accordance with section three to use physical restraint in accordance with section 99 of the Act.
- (2) Every authorisation must be in writing and the staff member must be given a copy.

### **2. Informing the community**

Along with the Board policy on the school web site there will be a copy of these procedures and the names of non-teaching staff who are authorised to restrain students if required.

### **3. Training staff**

The principal will ensure:

- (a) from 7 February 2024, teachers and authorised staff members have completed the online module on the content of the Guidelines issued under section 101 of the Act;
- (b) from 7 February 2025, teachers and authorised staff members are supported and trained in identifying stress triggers, understanding unmet needs and preventing, minimizing and responding to student distress;
- (c) teachers that the employer identifies as having a high likelihood of needing to use physical restraint are trained in appropriate physical holds by accredited physical restraint practitioners;
- (d) every authorised staff member (who is not a teacher) has been trained in appropriate physical holds by accredited physical restraint practitioners prior to their authorisation.
- (e) Staff training will be part of the induction for all staff.

### **4. Record Keeping**

- (1) If physical restraint is used a report must be completed by the relevant staff member and provided to the Associate Principal who will complete the restraint debrief and checklist forms (attached).
- (2) The school will maintain a register which records every instance of physical restraint of a student.
- (3) Any records must be kept for a minimum period of 10 years from the date of last action.

### **5. Developing support plans for the prevention of physical restraint**

- (1) The school will ensure a support plan for preventing student distress and de-escalating crisis situations is put in place for any student:

- (a) who the employer identifies as having a high likelihood of being involved in a crisis situation where physical restraint may be used on them; or
- (b) who is subject to the use of physical restraint more than once in a term; or
- (c) at the request of the student's parents or caregivers

- (2) The school must ensure the student's parents or caregivers provide written informed consent if a section on physical restraint is appended to the student's support plan.

## **6. Notification, Reporting and monitoring the use of physical restraint**

The Associate Principal will ensure that when a student has been physically restrained, the student's parents or caregivers are:

- (a) notified as soon as possible about the incident of physical restraint;
- (b) provided with a reasonable opportunity to actively participate in a debrief about the incident, including how it was managed with regard to the guidelines, within three working days of the incident or later by mutual agreement.

The **Principal will report** all instance of the use of physical restraint to **the Board**, along with any analysis and recommendations of changes to practices.

The **Associate Principal will report** every incident of physical restraint to the **Ministry of Education**, using the attached form "Information for the Ministry of Education and School Board reporting"

The report can be submitted via the Community Portal or emailed to Ministry of Education at [physicalrestraint.change@education.govt.nz](mailto:physicalrestraint.change@education.govt.nz)

The **parents or caregivers** are to also be given a copy and a copy is to go on the students file.

The Associate Principal will **monitor** the wellbeing of any student who has been physically restrained and any staff member who has used physical restraint, so that appropriate support can be provided if adverse impacts from the restraint occur.

### Information for the Ministry of Education and for School Board Reporting

<b>Information for Ministry of Education</b>		<b>Date of Incident</b>	dd/mm/yy	<b>Date of report</b>	dd/mm/yy
Name of School					
Student's National Student Number (no name) NSN					
Date of Birth	dd/mm/yy				
If the student was physically restrained more than once during the day, indicate how many times?					
Did the student have a support plan?	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Was physical restraint a part of the support plan?	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Who made the principal aware of the incident of physical restraint?					
Has the school notified the parents or caregivers?					
Please briefly describe the events that led to the use of restraint					

Was anyone injured due to the use of physical restraint?	<input type="checkbox"/> Staff member <input type="checkbox"/> Student <input type="checkbox"/> Other <input type="checkbox"/> No	
Does the student have a learning support need eg. disability, neurodivergency, specific learning difference (diagnosed or self identified)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, provide details
What is the role of the staff member who applied the restraint?	<input type="checkbox"/> Teacher <input type="checkbox"/> Other	If other, what is their role?
Was the staff member who applied the restraint authorised?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Did the staff member who applied the restraint receive training in physical holds prior to the incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Has a debrief meeting been organised?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

The Education (Physical Restraint) Rules 2023 require reporting of physical restraint incidents.

Complete the form via the Community Portal or email it to the Ministry of Education at [physicalrestraint.change@education.govt.nz](mailto:physicalrestraint.change@education.govt.nz). Provide a copy to the employer (school board or manager of a private school) and the parent or caregiver.

Note: the information in this form may be the subject of requests made under the Privacy Act 2020 and the Official Information Act 1982.

## Appendix 4

### Checklist – following an incident of physical restraint

Task	Completed	Notes
Has the principal/delegated manager been notified of the incident?	<input type="checkbox"/>	
Have whānau been notified?	<input type="checkbox"/>	
Has a debrief with whanau been booked?	<input type="checkbox"/>	
Has the Ministry been notified via the online physical restraint reporting form?	<input type="checkbox"/>	
Has a review meeting been scheduled?	<input type="checkbox"/>	
Have any referrals been made?	<input type="checkbox"/>	
Does a support plan need to be developed or reviewed?	<input type="checkbox"/>	
Does your school policy on physical restraint need to be reviewed?	<input type="checkbox"/>	
Signed  Date     /     /	<input type="checkbox"/>	

## Appendix 5

### Sample debrief form

This form can be adapted to align with your school values and approaches

Date of debrief	
Time of debrief	
Date of incident	
Attendees at the debrief	
Who was involved in the incident?	
What led up to the incident?	
What approaches/ strategies were used – how effective were they?	
What would we do again or differently?	
Next steps/agreed actions	
Principal or principal's delegate signature	
Date	/ /